

NorthLink Ferries

Performance Monitoring

October 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	51	108	51
Number of Failures	11	26	14
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	51	108	51
Number of failures	10	30	20
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	988	12,013	2,350	14,718	30,069
Non-Commercial Vehicles	268	2,481	415	5,181	8,345
Freight (lane metres)	1,433	28,225	14,623	7,182	51,463

"Relief Event" is an agreed event with the Scottish Government which revokes any performance deductions which may be applied to the operator. Examples include sailings cancelled or delayed due to bad weather in line with safety procedures; delays due to unavailability or operational restrictions of harbour facilities.

